

# Site Based Programs Parent Handbook

  
The Arc.  
East Central Iowa

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[www.arceci.org](http://www.arceci.org)

*Achieve with us.*<sup>®</sup>

Dear Parents/Guardians,

We are pleased that you are considering having your family member participate in one of The Arc of East Central Iowa's site based programs. The staff are looking forward to providing your family member with a positive, stimulating, and fun-filled experience!

Sincerely,

Tara Cornelius  
Site Based Program Manager

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## **WELCOME**

Thank you for considering The Arc of East Central Iowa's site based programming. The Arc is committed to providing a fun, safe and structured environment for your loved one. The Arc serves clients with disabilities including, but not limited to Autism, Down syndrome, Fragile X Syndrome, Cerebral Palsy, Asperger, and other intellectual disabilities. We are able to meet a variety of special health needs including tube feedings and medication dispensation.

Our low staff to consumer ratio allows each consumer to receive the attention and reinforcement necessary for personal growth. Clients are typically grouped by age and are offered a variety of daily activities that vary according to the needs and abilities of the consumers involved. Some examples of choices include educational exercises involving safety, reading, cooking or daily living skills, social and leisure activities such as swimming, games, crafts and music activities within the community and program site. The Arc is a not-for-profit agency with our mission and core values as stated below.

## **MISSION STATEMENT**

The Arc of East Central Iowa **empowers** people with intellectual and related disabilities to engage in lifelong **opportunities to live, learn, work and play with dignity, freedom and full inclusion** in their **communities**.

## **CORE VALUES**

- ◆ We believe there is strength in diversity.
- ◆ We believe that each individual and family is unique and has value.
- ◆ We believe that individuals and families are best served in an inclusive community.
- ◆ We believe that individuals with disabilities deserve quality educational, vocational, social and living opportunities.
- ◆ We believe that individuals must be treated with dignity.
- ◆ We believe that each individual and family has the right to make its own decisions.

## **PROGRAMS**

The Arc of East Central Iowa provides two licensed programs through the Department of Human Services (DHS), the Daycare Enrichment Program and Summer Day. The primary purpose of both programs is provide a safe, structured environment for individuals with intellectual and other related disabilities through supervised activities emphasizing recreational, social, leisure, and behavioral components.

**Daycare Enrichment Program** is a before and after school/in-service/vacation care/after work enrichment program held daily at The Arc of East Central Iowa, 680 2nd St SE, Cedar Rapids, Iowa. Note: The after work enrichment portion of the program is for individuals 18 years old and up is not DHS licensed, but follows a similar format and regulations set by DHS.

**Summer Day** is a multi-week daily program held every summer in Linn County with location and dates of the program being determined on an annual basis.

Parents/guardians will be afforded unlimited access to their loved one during normal hours of operation unless parental contact is prohibited by court order. A copy of this portion of the court order must be supplied to The Arc in order for it to be enforced.

The Arc of East Central Iowa works collaboratively with the Cedar Rapids School District, surrounding school districts, Grant Wood AEA, Department of Human Services, HACAP (food program) and local volunteer groups.

## **PROGRAM STAFF**

The Arc of East Central Iowa follows the Home and Community based Services (HCBS) and Department of Human Services (DHS) guidelines for staff and training. The Arc prides itself in providing an above average amount of training for the staff.

Each location has a Site Based Program Manager and two on-site supervisors. Classrooms have a lead counselor who is supported by assistant counselors. The Arc makes every effort to maintain a staff to client ratio of 1:3, depending on the needs of the clients. Classroom staff are responsible for maintaining daily contact with the parents/guardians of clients through face-to-face interactions at pick up/drop off, a communication notebook and/or weekly class newsletter. Each classroom will also have a weekly and daily schedule posted in the room.

The Arc will strive to meet the individual needs of each program client. If you ever have any questions, concerns or suggestions please feel free to contact the Site Based Program Manager, Director of Client Services or the Executive Director of The Arc.

The Arc of East Central Iowa maintains an open door policy, and we invite you to stop in at any time.

The schoolteachers of clients in the program may receive communication requesting information used to gather best practices when working with your family member. An authorization for Exchange of Information is completed prior to reaching out to the school and/or teacher.

## **ENROLLMENT**

Registration in the program is not guaranteed until all fees are paid in accordance with the specific program Contract for Care and paperwork is completed/turned in to The Arc of East Central Iowa. Failure to complete these requirements will result in the opening going to another enrollee. Enrollment preference is given to members of The Arc of East Central Iowa. Application packets will be mailed out to families when requested or can be found online ([www.arceci.org](http://www.arceci.org)) to download and print off at your own convenience.

Daycare Enrichment- Enrollment is on a year round basis and is dependent upon space availability. If an opening in the Daycare Enrichment Program is not available when needed, a "first come, first served" waitlist is used to accept new clients. Exceptions may be made to this procedure depending on a variety of circumstances, including but not limited to: if an individual is not in any programming currently, "fit" into the program-age or need of individual with currently served clients, or if an urgent situation has occurred, where immediate or emergency programming is needed.

Summer Day- Enrollment for the program begins on March 1 each year and continues until the program is full or May 15, whichever occurs first. Guardians may sign clients up on a weekly basis. Capacity for Summer Day is 50 clients each week. Enrollment is taken on a first come, first served basis, if more than the allotted number of clients' desire to attend and/or adequate staff cannot be hired, a waiting list will be developed.

## **ADMISSION POLICY**

Clients eligible to attend school age programming at both the Daycare Enrichment Program and Summer Day must be:

1. Ages 5-21 years old
2. Attend grade, middle, high school or a school related transitions program the following fall
3. Have an intellectual and/or other related disabilities
4. Want to participate and be a part of programming activities

Adult clients eligible to attend after work programming at the Enrichment Program must be:

1. At least 18 years of age
2. Have an intellectual and/or other related disabilities
3. Want to participate and be a part of programming activities

Rules for acceptance in Arc sited based programming are the same for everyone, without regard to sex, race, disability, religion or ethnic background. All clients must be free of communicable diseases and have been immunized against polio, diphtheria, tetanus, whooping cough, measles and rubella as required by the State Department of Health with exclusions allowed for medical and religious reasons.

Parents/Guardians must accurately and thoroughly complete the application form with proof of financial information. Parents/Guardians must pay their portion of the program fee as outlined on the financial agreement form. Participation will be suspended for non-payment until balance is received at The Arc office. Applicants with an outstanding balance will not be accepted into future programming and past due accounts will be turned over to a collection agent.

## **ORIENTATION**

A **mandatory** orientation session between parents/guardians and staff will be held prior to the client starting services. During orientation, parent/guardians and client(s) will meet with classroom staff to discuss and review the client needs and complete a training contract. This meeting is crucial to ensuring that staff are knowledgeable about the best practices in working with each client and are mandated according to HCBS regulations. Clients will not be allowed to attend the program until the parent/guardians meet with classroom staff.

Daycare Enrichment- The client's parents/guardians and Site Based Coordinator will set up a meeting prior to client's start of the program at the time of enrollment. A short refresher meeting may take place prior to summer hours and is typically dependent on the need of the client.

Summer Day- Summer Day orientation will take place **Monday, June 8 from 1:00-6:30pm** at Washington High School. Time slots will be assigned for this meeting in May when classroom information is sent out. If unable to attend the assigned time, it is the responsibility of the parent/guardian to reschedule the orientation.

## **LOCATION, DAYS AND HOURS**

Daycare Enrichment- Programming is held on the first floor of The Arc building at 680 2nd St SE, Cedar Rapids, IA. This program is a year round enrichment program with before and after school/work care from 6:30-9:00 am and 2:15-6:00 pm. Exceptions to the hours are on in-service days (school dismissal time until 6:00 pm), on No School Days (6:30 am—6:00 pm) and typically occurs to accommodate work place closings (6:30 am – 6:00 pm).

The Arc Daycare Enrichment Program will be closed for a staff in-service day one time a year; parents/guardians will be notified of the date at least 30 days in advance.

This program will also be closed on the following days:

New Year's Day	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Eve
Labor Day	Christmas Day

Summer Day- Summer Day will be held various weeks in June and July housed classrooms of Washington High School at 2205 Forest Dr SE, Cedar Rapids, IA 52403. Programming takes place Monday-Friday from 9:00 am – 3:00 pm. The program is closed July 3 in observance of Independence Day.

## ATTENDANCE

According to the Iowa Department of Human Services, a record must be kept for each client's arrival and departure times.

- **ARRIVAL:** Arc staff assumes responsibility for a client only after you have signed the individual in and when the staff recognizes that the client is present.  
Daycare Enrichment Program- Clients must be brought all the way into the program by an adult and signed in on the attendance sheet.  
Summer Day- Staff will be near the entrance of the building from 8:45-9:15 am and will meet you near your vehicle for drop off. For drop offs outside of these times parents/guardians will need to take the client to their assigned classroom.
- **DEPARTURE:** The caregivers picking up clients must sign out the individual on the attendance sheet.  
Daycare Enrichment- The Daycare Enrichment Program closes at 6:00 PM. A **late fee** of \$10.00 is incurred after the center closes and every 15 minutes thereafter until the client has been picked up. After the third time a client is left at the center beyond the established closing time, the family will be required to meet with the Site Based Program Manager and may be excluded from returning to the center.  
Summer Day- Staff will be at the designated drop off/pick up location from 2:45-3:00 pm. Staff will bring the client to the car and sign them out on the attendance sheet with the caregiver. If a caregiver needs to pick their loved one up outside of these times they will need to contact the On-Site Supervisor or Site Based Program Manager and pick the client up from their assigned classroom.
- **ABSENCE:** Please notify the On-Site Supervisor or Site Based Program Manager if a client will not be attending on scheduled days. We appreciate knowing whether a client is ill, or absent for another reason. Please notify us immediately if the client has a communicable disease, so we can inform other parents/guardians that their loved one may have been exposed to an infectious illness or condition.  
If a client does not arrive at the site as scheduled, staff will contact parent/guardians regarding the absence. **See Absence Fee Policy for costs associated.**

## AUTHORIZING INDIVIDUALS TO PICK UP A CLIENT

In the careplan, you will find lines asking for the names of individuals who will be authorized to pick up the client. You may authorize as many individuals as you wish in writing on the careplan. Clients at The Arc programming will be released only to those who are **at least 18 years old** and authorized by the parent/guardian as indicated on careplan. Authorization signatures and photo I.D. of the individuals who will be picking up the client are required. If

someone other than those indicated will be picking up the client, please notify the Site Based Program Manager in writing.

This is for the protection and safety of the client. Parents/guardians may update this information whenever necessary.

### **Legal custody**

The Arc's site based programs cannot refuse to release a client to the parent or legal guardian who has or shares legal custody of that individual. In most cases, parents have equal custody rights, unless a court or valid written separation agreement provides otherwise. Therefore, if you do not authorize the client's other parent or guardian to pick up the client, you must provide the center with a certified copy of the court order or separation agreement awarding custody solely to you or denying custody to the other parent or guardian. If you are experiencing custody difficulties, we strongly encourage you to keep The Arc staff members fully advised of the circumstances that affect the center.

### **Change of address & phone number**

If your address or phone number changes, please contact The Arc office or Site Based Program Manager immediately. If we do not have a current phone number, it is difficult to notify you should an emergency occur.

### **Transportation**

Parents/guardians are responsible for the transportation of their loved one to and from the program.

Daycare Enrichment Only-Typically, the Cedar Rapids School District will provide transportation to the program during the school year. During in-service/vacation days, parents are responsible for all transportation. All other school districts follow their district policies concerning the availability of transportation. The Arc will not be responsible for transportation.

### **FEE POLICY**

The Arc of East Central Iowa accepts a variety of funding and payment options for programming. All funding and payment options must be approved prior to the start of services through the Contract for Care. Communication regarding changes to the funding or payment options are the sole responsibility of the parent/guardian and must be completed prior to the service occurring. If communication does not occur prior to the service, the parent/guardian is responsible for the applicable fees for services rendered.

Payment for participation in The Arc of East Central Iowa's site based programming is accepted from the following, but not limited to:

- Private payments
  - a. Parent Pay,
  - b. School Pay,
  - c. Children At Home,
  - d. Severe Emotional Disorder (SED) Wraparound Fund
- Respite, IMMT and/or SCL(Daycare Enrichment only) through Home and Community based Services (HCBS) Waivers (CMH, BI, ID and HD)
- The Arc of East Central Iowa Financial Assistance Scholarships

A Contract for Care must be signed by the parent/guardian of the client prior to the start of services and updated annually thereafter. The Contract for Care reserves placement in the program, determines service fees and establishes the method of payment.



## **Registration fee**

Daycare Enrichment- A one-time non-refundable registration fee of \$40 is required to guarantee a participant's placement in the program. If more than one participant is attending from a household, the maximum registration fee is \$50.

Summer Day- There is a registration fee of \$25.00 (fee goes towards one Summer Day tee shirt per client and administrative costs) for each client regardless of the funding stream or payment option being used to pay for Summer Day (i.e. private pay, HCBS waiver). The fee is due upon registration to the program and is non-refundable after June 1, 2020.

## **ACTIVITY FEE**

Daycare Enrichment- Participants who are enrolled in the daycare program during the summer will be charged an activity fee depending on scheduled attendance. Notification of fee amount will be given prior to the start of summer.

Summer Day- There is an activity fee of \$10.00 per week of attendance for each client regardless of the funding stream or payment option used to pay for Summer Day (i.e. private pay, HCBS waiver). The activity fee(s) are due upon registration to the program and are non-refundable after June 1, 2020.

## **DROP-IN CARE (DAYCARE ENRICHMENT ONLY)**

Drop-in care must be pre-arranged with the Site Based Program Manager at least 24 hours in advance and is contingent on the following: space is available for the client, there are appropriate staff to client ratios and the enrollment application is complete and on file.

## **MULTI-CONSUMER DISCOUNT (DAYCARE ENRICHMENT ONLY)**

Families that have more than one family member attending the Daycare Enrichment Program and are private paying for their family member(s) to attend will be given 10% off the highest individual fee. Full fees are charged for the other family member.

## **LATE CHARGES (DAYCARE ENRICHMENT ONLY)**

A late fee of \$10.00 will be charged for every 15 minutes that a consumer is left after the center closes (6:00 pm). This means that a \$10.00 charge is incurred after the center closes with an additional \$10.00 fee after the first 15 minutes have elapsed, and every 15 minutes thereafter until the consumer has been picked up.

## **PRIVATE PAYMENT**

Both the Daycare Enrichment and Summer Day programs have site specific Contract for Care sheets. Please refer to these sheets for specific rates.

A participant's enrollment in the program may be suspended for non-payment balance past due by 60 days or more until payment is received. If your account is still outstanding over 90 days, The Arc will turn the account over to a collection agency/small claims court.

Daycare Enrichment- The service fee policy is based on a weekly schedule with the option of drop-in or part-time care. Caregivers/Guardians will be sent an invoice between the 10<sup>th</sup> and the 15<sup>th</sup> of each month.

Summer Day- Fees are based on an hourly cost for the program. Since clients sign up for a week of programing at a time this fee is figured into total amount for that week.

One-half of the program fees are due the day of registration for all private payments. Payment plans will be set up for those families wishing to pay in that manner. ALL private payments of program fees must be received by May 15, 2020.

### **HOME AND COMMUNITY BASED SERVICES (HCBS) WAIVER FUNDING**

Respite, IMMT and/or SCL (Daycare Enrichment only) may be available for clients utilizing an HCBS Waiver for funding. A Notice of Decision is required prior to the start of services. Waiver funding is contingent on the following:

- the requirements and/or rules of the service are able to be met in the program
- the service type is appropriate for the time frame in which the client is participating
- the appropriate staffing needed for the service is available
- to use Respite hours at programming at least one parent/guardian *cannot* be working during the time of service

**Families choosing to use services through the HCBS/CMH Waivers will be charged a \$15.00 absent fee for days that their family member is not present at the program (vacation, illness, etc.).** This fee holds your family member's spot during their absence. Please see Absence Fee Policy for more information.

### **COMBINATION PAYMENT**

Families using a combination of waiver funding and private payment to cover the cost of programming will be billed following service. If switching between waiver and private pay funding streams, the program will need to be notified of these times prior to service. When switching from private pay to waiver service there must be a least a half-hour of waiver service following the private pay portion of service for the funding stream to be changed.

### **SEVERE EMOTIONAL DISORDER (SED) WRAPAROUND FUND**

The Linn County Wraparound Fund exists to fill service gaps when insurance or other programs do not cover all of the family's needs or expenses. Any family member who has been diagnosed with a severe emotional or behavioral disorder may qualify for these supplemental funds. Families must apply directly with the Linn County Wraparound Coordinator.

The SED Wraparound Fund reimburses The Arc for care costs. Recipients must contact the Site Based Program Manager before care is provided so that all necessary documentation can be completed. **A Notice of Decision is required prior to the start of services.** If a Notice of Decision is not obtained, parents/guardians will be responsible for private payment of the client's program attendance.

### **DEPARTMENT OF HUMAN SERVICES PARTICIPANT CARE ASSISTANCE PROGRAM (DAYCARE ENRICHMENT PROGRAM ONLY)**

The Department of Human Services (DHS) provides funding for care to families with qualified income who meet the other requirements of the Participant Care Assistance Program. Consumers and/or caregivers must apply directly to DHS to access this funding. If approved, DHS reimburses The Arc for care costs equal to the number of days the participant attends the program and up to four absence days per month. If a participant exceeds four absences per month, the family is responsible for paying the absence fee. Recipients must contact the Site Based Program Manager before care is provided to ensure all necessary documentation is complete. A notice of decision is required prior to the start of services.

## **FINANCIAL ASSISTANCE SCHOLARSHIPS**

A financial aid application through The Arc can be made available upon request for those families that need assistance paying the registration, activity and/or program fees that meet eligibility requirements and do not qualify for assistance through a different entity. There is no guarantee that every request can be met. Applications must be completed thoroughly and returned to The Arc by **May 15, 2020**.

## **ABSENCE FEE POLICY**

If a participant is absent on a scheduled day, a \$15.00 charge will be assessed regardless of the funding stream being used (HCBS, private pay, etc). This fee holds a client's spot during their absence. Our staffing and other operational expenses are arranged based on fixed enrollment levels and must be met on a continuing basis. Few of the operating costs of the program are eliminated when a client is absent.

Exceptions include but are not limited to: inclement weather, school breaks (parents/guardians sign up for service needs these days) and hospitalizations.

Absence fees are charged at the conclusion of each month and follow the same billing process as private payments.

Daycare Enrichment- Participants who attend the center **year-round** are allowed five absence days at no charge after six months of enrollment. This does not apply to consumers who attend school year or summer only. The no charge days will automatically be assigned to absent days as they occur unless the parent/guardian specifically notifies the Site Based Program Manager in advance of when they would like to use vacation days.

Summer Day- All clients will be allowed one absent day at no charge. Private pay clients will be reimbursed the full amount for that day minus the \$15.00 absence fee.

## **INSUFFICIENT FUNDS**

A \$30.00 charge will be added to your account for any check payment with insufficient funds; future payments may be required to be completed by cash or money orders.

## **TAX REPORTING INFORMATION**

Individual tax receipts for dependant care credit are available upon request. Please contact the accounting department at The Arc.

## **WITHDRAWAL FROM SERVICES**

Written notice of intent to withdraw a client from programming is to be submitted to the Site Based Program Manager. If such notice is not given, fees will be charged for normal care rate for two weeks. This excludes participants who utilize drop-in care.

Daycare Enrichment- Notice must be turned in at least two weeks in advance.

Summer Day- Notice must be given by June 1 of current program year.

## **MEALS AND SNACKS**

CACFP (a Department of Agriculture food program) regulations are followed for snacks and meals served at site-based programming.

The Arc provides snacks and breakfast (Daycare Enrichment Only), and we ask that parents/guardians do not send additional food with the program participant for these times. Exceptions are allowed for allergy, medical condition, religion, etc. If there is the need for an

exception, the parent/legal guardian will need to meet and discuss this with the Site Based Program Manager.

**Lunches are the responsibility of the parent/guardian.** Send meals in a lunch bag/cooler with an ice pack and meals that can be heated up in 5 minutes or less.

If lunch is failed to be provided, staff will call the family to make arrangements for one to be brought to the site. If families are unable to make arrangements a meal following the CACFP guidelines will be provided by The Arc and the family will be assessed a \$5.00 fee.

Daycare Enrichment- The Arc will provide a breakfast, morning snack and afternoon snack. Menus are posted in the classroom and throughout the area used for programming. They are sent home monthly with the newsletter.

Summer Day- The Arc will provide an afternoon snack, menus are sent home prior to the start of the program and are posted in each classroom and food prep area.

## **FIELD TRIPS**

Field trips will be a part of the program. Parents/guardians sign a Field Trip Permission form upon enrollment into the program and annually thereafter. Parents/guardians are given advance notice of upcoming field trips through postings and/or weekly newsletters. These postings will indicate the destination, time of departure and arrival back to the program. If you do not wish for your loved one to participate parents/guardians must notify the Site Based Program Manager, so that alternate plans can be made. Each case will be dealt with on an individual case basis as this affects the staffing ratios of the classroom.

When taking field trips away from the site, the staff will bring the following:

1. First Aid Kit
2. Emergency telephone numbers for each participant's parent/guardian.
3. Emergency telephone numbers for a responsible person who can be reached if the parent/guardian cannot.
4. The telephone number of the client's physician and dentist.
5. Emergency consent form.

Transportation will be provided by The Arc vans, staff or volunteers. Any adults providing transportation will have:

1. A seat belt for each participant
2. Proof of automobile insurance
3. A valid Driver's license

The driver shall not be allowed to operate a vehicle under the influence of alcohol, illegal drugs, prescription or non-prescription drugs that could impair their ability to operate a motor vehicle.

## **SWIMMING**

Clients will have assigned swim days while at programming. Please be sure to send a labeled swimming suit/trunks and a towel with your family member's name on it on these days. If you do not want your family member to swim, please notify the Site Based Program Manager in writing of your wishes.

Programs will be utilizing the Washington High School pool, as well as, the local YMCA and community swimming pools. Staff will be in the pool to assist in any way necessary and a

lifeguard will be on duty. If you have specific instructions in regards to swimming, please notify the staff in the client's room.

- If your family member needs to wear a life jacket, it is your responsibility to provide one for them.
- If your family member utilizes diapers or briefs, it is your responsibility to provide swim briefs or covers for them to be able to participate.

### **CLOTHING/BLANKETS/ASSISTIVE DEVICES**

The Arc asks that all clients bring an extra change of clothing with them; accidents do happen and paint, juice or milk can spill easily. Please mark all items and send them in a bag with the client's name.

If your loved one utilizes diapers or briefs, we ask that you send an adequate amount as well as wipes for their use. There is adequate storage for large quantities of diapers/briefs, but please be sure to label the bag with your loved one's name.

If your family member has assistive devices that you would like them to utilize during the program, please contact the Site Based Program Manager to arrange a time for drop off and pick up of said device(s).

### **TOYS AND ELECTRONIC DEVICES**

The Arc's site-based programs provide a wide variety of toys and learning materials. We ask that toys from home as well as personal electronic devices including cell phones, iPods, iPads, etc. are not sent with clients. These items can often distract and cause behaviors in clients. The Arc is not responsible for any lost, broken or stolen personal property that clients bring with them.

### **HEALTH POLICY**

In order for The Arc to protect and ensure the health of all program clients, the following guidelines have been established:

- Any client who has a contagious or communicable disease will be excluded from the program for the duration of the disease. The Arc will post notice of exposure to any communicable disease, clarifying the symptoms and period of communicability. Notes will be sent home with those clients who were directly exposed. Communicable diseases/conditions include, but are not limited to chicken pox, impetigo, head lice, ringworm, strep throat, eye infection, etc.
- Any client who has a temperature of more than one hundred degrees Fahrenheit (100° F) will need to be picked up by a parent, guardian or individual designated on the Pick-Up Permission form within the hour. Participation in the program will be suspended until the client's temperature is 100° F or less for 24 hours without the aide of medication.
- Any client who requires significant medical expertise or medical intervention will be assessed on an individual care basis. If it is determined that special equipment and/or the medical needs of the individual exceed The Arc's ability to safely accommodate those needs, the client may be excluded from the program.
- If you would prefer for health reasons that your family member not go outside (extreme heat), please inform the Site Based Program Manager in writing.

### **REQUIRED HEALTH AND SAFETY FORMS**

All clients must have the following on file prior to the start of the program:

- A completed careplan; that includes parent/guardian contact information, emergency contact information, doctor and dentist contact information and must be signed and dated by parent/guardian

- A statement of health status with parent/guardian signature
- Written authorization for medication administration when applicable, this includes over the counter medication
- Written authorization for tube feeding administration when applicable
- School age clients must have a copy of the most recent physical on file and a current, dated immunization card with physician and parent/guardian signature.

## **MEDICATION POLICY**

Only medication prescribed or ordered by a physician or dentist will be administered during program hours. Guardians must provide written authorization and instructions. The Arc has the right to contact the prescribing doctor's office to confirm or clarify medication instructions.

- All medication shall be supplied to The Arc in its original container, properly labeled and will be administered only by authorized personnel who have received the medication manager training certification or by DSP's that have taken The Arc's medication dispensation training.
- Guardians must complete and sign the Medication Administration form prior to medication dispensed to the client.
- A physician's written order with written instructions, including dosage and duration, is required to dispense over-the-counter medication.
- Medication will be stored in a locked box in the locked filing cabinet in the office while clients are present. Medication requiring refrigeration will be stored in a locked container placed in the refrigerator.
- To ensure security and presence of emergency medication transferred to/from programming on a daily basis a twofold check system will be in place. At client arrival, Arc staff will confirm medication is present and will document this in the comments section of the Attendance Log. At pick-up, the caregiver will confirm medications are present and will initial the Attendance Sheet prior to leaving the program. If the client arrives without designated emergency medications, or if there is an issue with said medications an Arc representative will be required to call guardians (if not present at drop off) immediately to inform them of the situation and complete an incident report.

## **INJURIES**

Every effort is made to keep clients safe; however, it is possible for clients to acquire bumps, bruises and scratches. An incident report will be completed to notify you of any incidents. If the injury is serious you will be notified by telephone. If, in the opinion of The Arc staff, the injury warrants emergency treatment an ambulance will be called and the client will be taken to the closest/preferred medical facility, typically St. Luke's or Mercy Hospitals. Parents/guardians will be notified immediately. Parents/guardians are responsible for any costs incurred due to any emergency treatment.

## **CONFIDENTIALITY POLICY**

All information regarding program clients, including both computer and paper based, shall be stored in files at The Arc. Such documents will be accessible only to Arc staff as needed. Prior to providing information regarding a client to an outside agency, the client parent/guardian will have signed a release and been given an explanation regarding the need to disclose this information.

The following exceptions do not require prior permission:

- Program staff when needing information concerning a family member's health or safety needs.
- Arc professional staff when viewing records directly related to their job functions.

- Appropriate parties in a health or safety emergency.
- Representatives authorized by the Department of Human Services.

## **MANDATORY REPORTING OF ABUSE**

The employees of The Arc are mandatory reporters of child and dependent adult abuse, and are required to report any incident where abuse is observed or suspected. This includes abuse by staff, volunteers, parents or any other source. Persons found guilty of failure to report abuse may be subject to fine or prosecution by the authorities.

## **SUPERVISION AND ACCESS POLICY**

The Arc of East Central Iowa is committed to providing a fun, safe and structured environment for all clients. The Arc programs that are DHS licensed do not allow any person in the center who is not an owner, staff member, substitute, or volunteer who has had a record check and approval to be involved with child care to have “unrestricted access” to children for whom that person is not the parent, guardian, or custodian. “Unrestricted access” means that a person has contact with a child alone or is directly responsible for childcare.

## **DISCIPLINE POLICY**

Discipline at Arc programming is designed to be consistent, with an emphasis on redirecting the client’s undesirable activity to an acceptable one and includes explanations of the rules and expected behaviors. Staff are trained to use positive reinforcement for good behavior and attempt to ignore improper attention-seeking behaviors. “Time away” from an activity or area is used when necessary and is not more than one minute for each year of age. It may be only a few seconds depending on the seriousness of the offense. If there is a serious infraction involving your family member, you will be notified immediately.

## **BITE POLICY**

The Arc of East Central Iowa is committed to ensuring the physical and emotional well-being of the clients served in its programs. The Arc strives to minimize the occurrence of clients biting other clients, staff and/or other community members by providing clients with supports that address their social and emotional needs in a nurturing and safe environment. When working with clients, Arc staff are required to use only positive, safe, and approved non-aversive techniques and instructional strategies to deal with clients who bite others. If continual biting occurs, the client may be asked to be picked up early or dismissed from the program.

## **DISMISSAL POLICY**

The Arc reserves the right to discharge any client from any service or support administered by The Arc. If a client is discharged from any program or service, The Arc will attempt to make appropriate referrals to clients, their caregivers and/or case managers for the consideration of other appropriate services. If possible and/or appropriate, The Arc will assist with the transfer of a discharged client to another program or service provider.

### **Voluntary Discharges**

Voluntary discharges may occur at any time. The client or client’s representative has the right to voluntarily discontinue services for any reason.

Site-Based Arc services require a two-week written notice for the discontinuation of services. If a two-week notice is not given, the client and/or their representative will be charged the normal rate for two weeks of care. The client and/or their representative may request exceptions to the two-week notice. All exception requests are reviewed on an individual basis by Arc managerial staff.

### **Involuntary Discharges**

An involuntary discharge requires a 30-day written notice to the client and/or their representative by The Arc. An exception is made to the 30-day notice if the circumstances causing the discharge, as determined by The Arc, warrant immediate removal of the client from the service or support.

The reasons for discharge from Arc services and supports may include but are not limited to the following types of situations in which the client:

- Is danger or threat to themselves or others
- Is unduly disturbing to other clients
- Is in need of medical care and/or interventions determined by a physician that are not normally done within the parameters of the program
- Has functional, medical or behavioral needs that exceed the parameters of the service or support
- Consistently refuses services
- Fails to provide pertinent information judged to be critical to the development of appropriate services (i.e. required regulatory medical records or immunizations)
- Fails to provide releases of information critical to the delivery of appropriate services
- Fails to pay fees owed for services and/or supports
- Does not follow the parameters of the services or support

### **ARC SERVICES AND SUPPORTS COMMITTEE**

The Services and Supports Committee provides input and recommendations to the Site Based Program Manager. This committee is composed of parents of clients, community members, disability professionals, Arc staff and The Arc of East Central Iowa Board Members.

### **FIRE, SEVERE WEATHER, TORNADO, BOMB THREAT, FLOODS AND OTHER NATURAL DISASTERS**

The Arc site-based programs have established policies and procedures in the event that there is an emergency such as a fire, tornado, bomb threat, flood or other natural disaster. The Arc ensures that required inspections of the locations in which the program occurs are met on an annual basis. Fire and tornado drills are held monthly. During severe weather, The Arc checks for emergency information regularly. In the event of a flood or bomb threat, staff follow the instructions listed at each site.

### **DUANE ARNOLD ENERGY CENTER**

Federal regulations require that state and county governments implement emergency plans to protect the public if there is an emergency at the Duane Arnold Energy Center (DAEC). The purpose of these plans is to ensure the public will know what to do in an emergency and how to do it.

The public is informed of an emergency by a system of outdoor warning sirens and radio broadcasts. *If you are told to take shelter* – DO NOT pick up family members at schools, preschools or day care centers. They will be indoors and taken care of there. *If school evacuation is recommended*, family members from schools in sub areas will be moved to a designated Temporary Relocation Centers (TRC's). If you need additional information the Primary Emergency Alert Station is WMT 600 AM or 96.5 FM Cedar Rapids.



A complete Emergency Action Plan may be found online on the Nextera Energy Resources website, <http://www.nexteraenergyresources.com/>, under Duane Arnold Safety Information.

### **Temporary Relocation Centers**

- **Daycare Enrichment-** North Scott Senior High School-200 South 1<sup>st</sup> Street, Eldridge, IA
- **Summer Day (Washington High School)-** Solon High School-600 W 5th St, Solon, IA

### **CLIENT RIGHTS**

The client's rights include, but are not limited to:

1. The basic fundamental rights of all individuals: the right to vote; freedom of speech; freedom of religion or spiritual beliefs; freedom of sexual expression; protection from denial of life, liberty and property without due process; freedom from discrimination based upon age, race, color, citizenship, national origin, culture, language, sex, gender, gender identity, sexual orientation, sexual preference, socioeconomic status, illness, or disability (mental or physical); freedom from abuse, neglect, financial or other exploitation, retaliation, and humiliation.
2. The right to participate in the identification of service needs, planning and the choices of how to meet those needs.
3. The right to appeal any provider or staff action, and the process of resolution of disagreements between the provider and the client related to the issues concerning the provision of services.
4. Freedom to communicate by letter, telephone, in person or other means and to visit and receive visitors.
5. Freedom of choice in activities of daily living, and where a person lives, works, and spends leisure time.
6. The right to refuse services.
7. The right to manage his/her own finances.
8. The right to privacy, including the right to private conversation and to confidentiality of all records to be released only as provided by law or regulations.
9. The right to be treated with respect and addressed in a manner, which is appropriate to the client's chronological age.
10. The right to enter into contracts.
11. The right to due process.

### **CLIENT RIGHTS LIMITATIONS**

Client rights may be limited only with the permission of the client, the client's guardian or legal authority (ies) and within the following parameters:

1. The limitation is based upon an identified individual need.
2. Skill training is in place to meet prioritized needs as identified in the client's individual comprehensive or outcomes achievement plan.
3. Periodic evaluation of this limitation is conducted to determine on going need.
4. All limits on the client's rights will be documented within the ISP, ELP or OAP.

### **RIGHT TO APPEAL POLICY**

Any client has the right to appeal any rule or policy enforced, procedure used, treatment received, or decision made by The Arc of East Central Iowa. No one may limit or interfere with this right. Clients making an appeal will not be subjected to retaliation or barriers to services. All appeals must be requested as follows:

1. The client or representative should attempt to resolve the problem with the Arc employee(s) involved.
2. If there is not a satisfactory resolution for the client or representative, the problem should be discussed with the Service Coordinator who supervises the employee(s)

involved.

3. If the client or representative is dissatisfied with the decision of the Service Coordinator, a request for an appeal may be made in writing to the Service Manager or Director of Client Services at The Arc of East Central Iowa. The letter must explain the nature of the appeal and the reason it has been requested. The letter should be sent to the attention of the Program Manager at the following address:

The Arc of East Central Iowa  
680 2nd Street SE, Suite 200  
Cedar Rapids, IA 52401

Once the request has been received, the Service Manager or Director will investigate the matter and notify the client or representative of the results of the appeal within five (5) business days unless both parties have agreed to an extended time for investigation and resolution.

4. If the client or representative is dissatisfied with the decision of the Service Manager or Service Director, an appeal may be made in writing to the Executive Director of The Arc of East Central Iowa at the aforementioned address.

Once a request for appeal is received, the Executive Director will investigate the matter and notify the client or representative of the results of the appeal within ten (10) business days of receipt of the appeal request unless both parties have agreed to an extended time for investigation and resolution.

5. An additional appeal may be made in writing to the President of the Board of Directors of The Arc of East Central Iowa at the aforementioned address if the client or representative is dissatisfied with the Executive Director's decision.

Once a request for appeal is received, the President of the Board of Directors will investigate the matter and notify the client or representative of the results of the appeal within thirty (30) business days of receipt of the appeal request both parties agree to an extended time for investigation and resolution.

6. The client or representative may contact the State of Iowa Citizen's Aide/Ombudsperson at the Ombudsman Building, 215 East Seventh Street, Des Moines, IA 50319 or at 1-888-426-6283 at any time during the process.

The representative may seek outside representation at any time in the process.

### **THE ARC OF EAST CENTRAL IOWA CONTACT INFORMATION**

Address: 680 2<sup>nd</sup> St SE, Ste 200  
Cedar Rapids, IA 52401

Telephone: (319) 365-0487  
(800) 843-0272

Fax: (319) 365-9938

Website: [www.arceci.org](http://www.arceci.org)

Site Based Program Manager: Tara Cornelius– x1044; [tcornelius@arceci.org](mailto:tcornelius@arceci.org)

Director of Client Services: Candice Murphy- x1045; [cmurphy@arceci.org](mailto:cmurphy@arceci.org)

Finance Manager: Philip Schramp– x1039; [pschramp@arceci.org](mailto:pschramp@arceci.org)

Executive Director: Not filled at the time of publication

Interim Executive Director: Kyle Schramp– x1021; [kshramp@arceci.org](mailto:kshramp@arceci.org)